

## APPENDIX B

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Employer, Campus and WSF Commercial Account  
Example Concepts

## **B.1. EMPLOYER PROGRAMS (EXAMPLE CONCEPT)**

To emulate the variety of existing employer subsidy programs, the RFCS will provide:

- A one time distribution of pre-initialized cards to the employer, with additional fare card distribution on an as needed basis.
- Employers who participate in multiple Agency subsidy programs will continue to do so, maintaining individual contracts with each Agency. The Contractor, under direction of the Agencies, will be responsible for the billing and collection on behalf of the Agencies..
- Each employer will be assigned a unique account number.
- Each employer will maintain a record of the card serial numbers assigned to employees, distribute cards to new employees participating in the program, collect cards from terminating employees (if required), reassign cards (if required), and inform the Contractor on a monthly basis of any changes to individual employee travel privileges.
- The employers will have access to the database of information related to their employees' use of the fare cards.
- The subsidy program will apply to regularly routed public transportation services, paratransit, and vanpool services. For vanpool services, the subsidy will be applied to a specific vanpool. The Contractor would settle funds between the employer and the Agency administering the vanpool program, and provide reports on the subsidy to the vanpool administrator.

The RFCS will support three primary methods of employer billing/payment:

1. FlexPass
2. Employee selected transportation privilege.
3. Electronic voucher.

These are described in more detail in the following sections. Employers could also offer a combination of programs for employees who use multiple transportation services. An example would be an employee who receives a FlexPass for travel on regularly routed public transportation services, and also receives an electronic voucher to be applied towards the cost of a vanpool, or towards stored value on the fare card for use on services not included in the FlexPass.

### **B.1.1 FlexPass and Employee Selected Transportation Privilege**

This approach will provide an employer subsidy which can be in the form of period pass or stored value payment options. The travel privilege will terminate on the expiry date, or when the employer advises the Agency to terminate either an individual employee's privilege or the employer contract.

For the FlexPass, card usage data would be recorded and used as the basis for rate determination between specific Agencies and employers. A FlexPass agreement could also be set up to allow

employees to use multiple public transportation agency services. Billing would be based on usage which could include a flat rate per pass per period or a trip-based rate.

With the employee selected transportation privilege, the employer would fully or partially subsidize the cost of a pass or stored value. The employee would choose the fare media type and public transportation services valid for, and pricing would be at face value. The employer would collect the employee share of the cost (if applicable), add the subsidy, and remit the full cost. Administration of the program will be the responsibility of the employer. For these programs, the employer will be responsible for paying the Contractor based on prearranged terms and conditions. These terms and conditions may include payment in advance of, or post-billing based on the agreed payment conditions.

An example option for providing this program is as follows:

- The employer establishes the initial order with the Agencies and Contractor for a specific number of cards and the requested fare payment options (pass, stored ride, stored value) for each. The Contractor bulk initializes the cards and distributes them to the employer.
- A flag is set on each employee card to identify the characteristics of the employee fare payment options (Agency designation, fare payment types [pass, stored ride or stored value], expiry date).
- The employer maintains a standing order for regular revaluing of the cards. The employer also requests new cards as needed to replace lost, stolen or malfunctioning cards, or to add new employees to the program.
- If an employee wishes to change his/her fare payment option, he or she advises the employer prior to the start of the next travel period. The Contractor registers this information in the clearinghouse system, ideally through an software application at the employer site with direct (dial-up) communications to the clearinghouse system. The clearinghouse system will download by the next day an instruction to the FTPs which will re-set the fare payment option on the fare card at the next time of use.
- If the fare payment type is an unlimited use pass, this fare payment option will continue until it is canceled or changed or the expiry date is reached.
- If the fare payment type is stored value, and the employer agreement is to provide a specific dollar amount of stored value monthly, at the beginning of each new month, the FTP will automatically re-load the agreed stored value privilege onto the fare card. The Contractor will bill the employer according to the billing arrangements established with each Agency (i.e., pre- or post billing, based on usage or established rates).

### **B.1.2 Electronic Voucher**

This option allows an employer to provide a fixed dollar amount subsidy to its employees without having the burden of managing the program on-site. It involves a commitment by an employer to pay a certain fixed dollar amount each month towards the cost of an employee pass, stored ride or stored value payment option. This commitment will be encoded on the employee card as an “electronic voucher,” as follows:

- The employer will establish a standing order for a specific number of cards and will identify the subsidy (voucher) amount to be encoded on each card.
- A flag will be set on the employee card to identify the card as having an electronic voucher and the amount of the voucher will be specified.
- The employer will inform the Agency if employees leave the program or if new employees are to be added, and the Agency will inform the Contractor.
- When the cardholder revalues his/her card at any revalue location, the subsidy amount will be deducted from the gross cost of the revalue and the employee will pay the net cost.
- The electronic voucher can be applied towards stored value, stored rides, or period pass revalues.
- The voucher amount will be billed to the employer per contract terms.
- If the electronic voucher is to be applied towards vanpool service, the employer would provide the vanpool identification, and the Contractor would forward the voucher amount to the vanpool administrator.

## **B.2. CAMPUS PROGRAM (EXAMPLE CONCEPT)**

Several Agencies have current contracts with local campuses which provide students, staff and faculty with subsidized transportation privileges. A description of the University of Washington (UW) fare card administration example concept is provided below. The applications and processes described would also be available to other universities/colleges wishing to participate in the RFCS program.

### **B.2.1 Administrative Agreements**

The University of Washington will establish administrative agreements with each of the participating transportation Agencies. These agreements will outline the amount and method of payment that will be made by the University of Washington to each individual Agency, and requirements for the customization and distribution of Husky Card (formerly known as the U-Pass) stock. The RFCS will collect ridership data for each card, on each system it is used. The University of Washington will be invoiced on behalf of all the Agencies by the Contractor.

### **B.2.2 Husky Card Characteristics**

1. Husky cards for students, staff and faculty will be independent of each other.
2. Husky Card will require the following fields on the card (in addition to the standard fields):
  - Card State (active, inactive etc)
  - Effective start date of transportation privileges
  - Transportation application state (blocked, unblocked)
  - Effective end date of transportation privileges

3. Husky Cards will be distributed to staff and faculty with the transportation application inactive.
4. Husky Cards will be distributed to students with the transportation application active.
5. Husky Card for students will have no expiration date.
6. The Husky Card will be issued by the Contractor to the University in bulk, with the transportation privileges enabled as noted in items 3 and 4.
7. The University will have the ability to activate and deactivate all cards and applications on the card.
8. The Husky Card will contain electronic purse capability that can be used for fare payment, and any additional services provided on or off campus as part of the Regional Fare Coordination System.
9. This electronic purse can be used regardless of whether the transportation option on the Husky Card is enabled or disabled.

### **B.2.3 Card Blocking Process**

Under certain circumstances the transportation option on the Husky Card can be blocked. There are two types of blocking that can occur:

#### *a. Functional Blocking*

This means the campus transportation option is disabled, but the Husky Card electronic purse or other applications on the card can still be used for fare payment and services. The Husky Card may be blocked at the campus office or on board the bus, ferry or at a rail/commuter rail station. As an example, a functional block would be applied when a student declines the transportation option.

#### *b. Card Blocking*

If a Husky Card is reported as lost or stolen, the next time it is used on a public transportation service the FTP will block the card. As a result, the transportation and all other applications on the card are disabled.

### **B.2.4 University Administration Procedures**

The following describes the procedures, roles and responsibilities for the UW administration staff, the Contractor, the students and the UW staff and faculty to support the RFCS university program.

<b>Participant</b>	<b>Role/Responsibilities</b>
<b>University of Washington</b>	
1	Inform the Contractor in advance of the effective start date of the quarter for card issuance and updating.
2	Issue Husky Cards to staff, faculty and students. Maintain stock of Husky Cards and request additional cards from the Contractor.

Participant	Role/Responsibilities
<b>University of Washington</b>	
3	Send all Husky Card program data to the clearinghouse system on a daily basis including program changes.
4	Initiate functional and card blocks as requested.
<b>Contractor</b>	
1	DAILY: Update the clearinghouse system files on receipt of card changes from the University.  Compare the blocked transaction file to daily fare payment transactions that took place on the buses, rail and/or ferries. For all transactions which match, add a functional card block transaction to the daily file sent to the buses, rail and/or ferries. If the card is used again on the bus or ferry, the transportation option on the card will be disabled.
2	Inform the University of cards that have been used for fare payment. The University can check this information and refuse to allow a student to decline the transportation option if the card has been used for fare payment.
3	Distribute Husky Cards to the University as per contract.

#### B.2.4.1 Student

The table below describes the different transportation-related actions a student may request while attending the University.

When	Student Role	University Role	Contractor Role
<b>Decline Transportation Option</b>			
Prior to tuition due date*.	(ON CAMPUS, MAIL)	Inform the Agency/ Contractor of all students who decline the option following the tuition due date.	Add list of serial numbers to blocked file of all students.
<b>Request Transportation Option</b>			
On-request.	(ON CAMPUS)	Approve request. Unblock the transportation option on the card. Inform the Contractor.	Remove the card from the blocked file and place on the valid file.

When	Student Role	University Role	Contractor Role
<b>Card Replacement</b>			
Card is lost or stolen.	(ON CAMPUS)	Issue new card to student with the same transportation option as on the lost/stolen card, and an effective start date of the current date. Inform the Contractor of lost/stolen card to be blocked and new card issued.	Add lost/stolen card serial number to blocked file. Add new card serial number issued to valid file.
<b>University Withdrawal</b>			
Prior to tuition due date*.	Inform administration.	Inform the Contractor of card serial number.	Remove the card from the valid file and place on the blocked file.
<b>Not Re-Registering or Graduate</b>			
All students must register by the end of the second week in the quarter.	Do not register.	Inform the Contractor of all card serial numbers for students who did not re-register.	Remove the card from the valid file and place on the blocked file.
<b>New Student</b>			
All students must register by the end of the second week in the quarter.	Register and obtain card.	Distribute card with transportation active, with effective start date. Inform the Contractor of all card serial numbers issued to new students	Add card serial numbers to valid file.

\* Tuition Due Date is when payment of tuition and fees from students is due to University. It is normally the third Friday of the quarter.

### B.2.5 Staff/Faculty

The following table describes the different options available to staff or faculty under the new program.

<b>Payment Option</b>	<b>Action</b>
<b>Payroll Deduction</b> <b>(Transportation Option Only)</b>	EXISTING (6,000) NEW LEAVE UNIVERSITY STOP DEDUCTION
<b>Parking</b> <b>Payroll Deduction</b>	EXISTING (5,000) NEW LEAVE /STOP
<b>Quarterly</b> <b>(Payment for Transportation Option)</b>	EXISTING (500) (Includes affiliation & retired staff/faculty)

The various actions that staff or faculty will be responsible for, will include setting/modifying the following categories and date fields on the cards:

- Transportation application active.
- Transportation application active until a specific date.
- Transportation application not active.
- Transportation application not active until a specific date.

### **B.3. WSF COMMERCIAL ACCOUNTS (STAGE 2 EXAMPLE CONCEPT)**

The Washington State Ferries (WSF) Commercial Account Program allows commercial organizations and non-commercial institutions (e.g. governments, schools) to utilize WSF services for walk-on and vehicle-based travel. The organization/institution is billed on actual use, and receives discounts on certain fare types for frequency of use in a given period, as provided for in the WSF Tariff.

Under the RFCS, The Contractor would verify participation eligibility, establish the accounts, and administer the program. Information on program participants and usage would be forwarded to WSF on a regular basis, and WSF would have the authority to disallow participation by any institution if program participation requirements are not met.

Commercial Account Customers would be provided with a series of fare cards, each initialized with a Commercial Account Customer Identification Number (the same number would be common to all cards held by that Commercial Account), as well as a card-unique serial/identification number.

The card would function as an unlimited ride pass, providing the cardholder will full travel privileges on all WSF services as long as the card and account is valid. Validity checks would be done automatically (no seller intervention required) by cross-referencing the Commercial Account Customer Identification Number and fare card unique serial number, with account information in the clearinghouse database.

At locations where fares are collected “off-line” (e.g. with portable FTP’s), validity would be checked on a post-use basis. Invalid cards detected in this manner would be blocked, and the blocking information uploaded to the fare transaction processors during the next normal upload cycle.

The fare for each trip would be calculated based on actual use, and billed to the Commercial Account Customer along with a history/breakdown of trips taken by each individual card. Prior to being issued to the Commercial Account Customer, the bill would be adjusted with appropriate discounts per the provisions of the Tariff.